

REQUEST FOR PROPOSAL
Telephone System for District Court Offices in Sixth Judicial District
Iowa Judicial Branch

The Sixth Judicial District of Iowa is soliciting bids for a digital phone system. Information about solicitation procedures and deadlines, terms and conditions of the bidding process, the scope of the project, specifications for the phone system, evaluation procedures, and other related topics is provided below.

This Request for Proposal is designed to provide vendors with basic information necessary for the preparation of competitive proposals. It is not intended to be comprehensive. Each vendor is responsible for determining all factors that are necessary to meet the specifications of the project, including local installation requirements, connections and power sources.

I. Solicitation Procedures and Terms of Submission

A. Submission of Proposal

1. Any vendor wishing to submit a proposal in response to this Request for Proposal (RFP) must do so by **4:00 p.m. Central Standard Time on April 10, 2015.**
2. All proposals must be typed and submitted via email in Word or a pdf format to the district court administrator at the following address by the designated date and time: carroll.edmondson@iowacourts.gov
3. A transmittal letter must be submitted as part of the proposal. The transmittal letter must conform to the requirements specified in Section IB below.
4. Each proposal must include the names, addresses, and phone numbers of at least three customers who are using the phone system being proposed for the district court. Submission of the RFP constitutes permission for the district court to contact the references about the phone system's performance.
5. All proposals must be firm offers and shall not be made contingent upon uncertain events or engineering which has not occurred prior to submission of the proposal.
6. Proposals will not be accepted over the telephone or by fax.
7. All proposals must be submitted to the district court administrator in a single electronic package.
8. Any proposal received after the specified time and date above will be returned electronically to the vendor.

B. Transmittal Letter

1. The transmittal letter should indicate that it is the transmittal letter, identify the vendor submitting the proposal, and indicate the name, title, address, and telephone number of the person in the vendor's organization to be contacted concerning the proposal.
2. The transmittal letter must be signed by an officer of the vendor or another agent who may bind the vendor to the terms of the proposal.
3. The transmittal letter must contain an executive summary of the vendor's proposal, including the pricing of the phone system.
4. By signing the transmittal letter, the vendor commits itself to providing the hardware, application software, and other features required by the RFP under the terms specified in this RFP.
5. By signing the transmittal letter, the vendor is also acknowledging that it has not agreed to pay any fee or commission to another entity or person, other than an employee of the vendor, which is contingent on the award of this contract.

C. Demonstrations of Product

1. Vendors are invited, but not required, to demonstrate their product to assist the district court's evaluation committee in making a recommendation on product selection.
2. If a demonstration is provided, the demonstration must be conducted with the proposed equipment and software contained in the vendor's proposal.
3. All demonstrations should be coordinated through the district court administrator. Phone (319) 398-3920 Ext. 1322. Email address listed above.

D. Inquiries

1. Any inquiries concerning RFP requirements must be submitted in writing to the district court administrator by 4:30 p.m. CST on March 31, 2015. Responses to the inquiries will be emailed to the vendors by April 3, 2015.
2. If the vendor suggests modifications to the RFP, the vendor should identify specifically the nature of the modifications and describe the benefits of the modifications to court users.

E. Costs Associated with RFP Submission

1. The district court is not responsible for any costs incurred by the vendor which are related to the preparation or delivery of the vendor's proposal, any demonstration of the product, or any other activities related to this RFP.
2. The district court will pay the travel expenses of the evaluation committee in accordance with Judicial Branch policies if the committee chooses to attend a product demonstration at the vendor's facility.

F. Clarification of Proposals

1. The district court administrator reserves the right to contact a vendor after submission of proposals for the purpose of clarifying a proposal to ensure mutual understanding.
2. If contacted by the district court administrator for this purpose, the vendor will not be permitted to modify or amend its proposal.

G. Public Records and Confidentiality

1. The district court administrator will treat all information submitted by a vendor as public information unless the vendor properly requests that information be treated as confidential at the time the vendor submits its proposal.
2. Any request for confidential treatment of information must be included in the transmittal letter and must enumerate the specific grounds in Iowa Code Chapter 22 which support treatment of the material as confidential. It must also indicate why disclosure is not in the best interest of the public. The request must include the name, address, and telephone number of the person authorized by the vendor to respond to any inquiries by the district court administrator concerning the confidential status of the materials.
3. Any documents submitted as part of the proposal which contain confidential information must be clearly marked as confidential.
4. The vendor's failure to request confidential treatment of material pursuant to this section will constitute a waiver of any right to confidentiality which the Vendor may have had.
5. **All proposals will remain confidential until the District Court Evaluation Committee has reviewed all proposals submitted by the RFP deadline and the district court administrator has notified all vendors submitting proposals of his decision on awarding the contract.**

H. Ownership of Proposals

1. All proposals submitted in response to the RFP become the property of the district court. Proposals will not be returned to the vendor unless they are submitted after the RFP deadline.
2. By submitting a proposal, the vendor agrees that the district court administrator may copy or email the proposal for purposes of facilitating evaluation or requests for public records.
3. The district court will have the right to the ideas or adaptations of ideas which are presented in the proposals.

I. Reviewer's Decision-making Discretion

1. The district court administrator reserves the right to reject any and all proposals in response to this RFP at any time during the solicitation

process and is under no obligation to award a contract as a result of this solicitation.

2. The district court administrator reserves the right to adopt a vendor's proposed modifications to the RFP if they are deemed as significant cost effective improvements to the original requirements.
3. The district court administrator reserves the right to obtain, from any and all sources, information concerning a vendor or a vendor's product, services, personnel, or subcontractors which the district court administrator deems pertinent to this RFP and to consider such information in evaluating the vendor's proposal.

J. Quality Assurance Guarantee

1. By submitting a proposal in response to this RFP a vendor is agreeing that if it receives the bid for the phone system, it will guarantee that all equipment and supplies furnished will be of the kind and quality described in its proposal.
2. The vendor also agrees that all maintenance and repair work will be done expeditiously by qualified technicians who have been trained to service the phone system the district court purchases.

II. Scope of Project

A. Multiple Locations: A new phone system will need to be installed in the following locations within the judicial district:

1. All court offices and courtrooms in the Linn County Courthouse (51 Third Avenue Bridge in Cedar Rapids);
2. All court offices and courtrooms in the Johnson County Courthouse (417 South Clinton Street in Iowa City);
3. All court offices and courtrooms in the Juvenile Justice Building (211 8th Avenue SW in Cedar Rapids) in Linn County; and
4. All court areas in the juvenile probation facility (855 S. Dubuque Street, Suite 126 in Iowa City) in Johnson County.

B. Court Users: There are approximately 200 court staff and judges in the counties where a new phone system will be installed. They are allocated in the areas indicated above as follows:

1. Linn County Courthouse – 115
2. Johnson County Courthouse – 45
3. Juvenile Justice Center in Cedar Rapids - 30
4. Johnson Probation Office in Iowa City - 10

C. Phone Lines: The current number of phone lines are distributed as follows:

1. Linn County Courthouse and Juvenile Justice Center – Total of 150 digital phone ports, 27 analog station ports, 1 POTS line going through the phone system (319-398-3411); 1 T1-PRI in phone system

for inbound and outgoing calls; and 5 faxes and 1 credit card machine.

2. Juvenile Justice Center – Total of 41 digital phone ports, 3 POTS lines going through the phone system; 3 analog ports, and 3 faxes.
3. Johnson County Courthouse – Total of 56 digital phone ports, 6 analog station ports, 14 POTS lines going through the phone system, 3 faxes and 1 credit card machine.
4. Johnson Juvenile Probation Office – Total of 13 digital phone ports, 5 analog station ports, 5 POTS lines going through the phone system, and 1 fax.

Note: There are more phones than people because judges and court reporters rotate and there are phone connections in courtrooms.

III. Specifications for Phone System and Other Requirements

A. Required Features for Phone System:

1. Digital phones with voice mail capable of unified communications for limited number of users (approximately 50);
2. Auto attendant functions ;
3. A messaging system that allows the court to inform jurors who call in on weekends, holidays, and after regular working hours whether they will be required to report for jury service;
4. A jury messaging system that allows the jury manager to update juror messages from his/her home phone;
5. A messaging system that can be programmed for the weekends, holidays and 4:30 p.m. to 8:00 a.m. on week days to indicate the court is closed;
6. Voice mail with the ability to turn off voice mail on selected phones;
7. Display phones with display of time;
8. System compatible with Polycom speaker phones (requiring analog extensions) used in the courtrooms;
9. Speaker phones with conference call capabilities to include at least four callers outside the court facility;
10. Intercom system;
11. User friendly switchboard console (for example., a call router in numerical order rather than random order);
12. Capability for pooling lines and grouping;
13. Call forwarding and transfer of calls;
14. Capability for phone user to place calls on hold or park;
15. Ability to get caller back from “hold” while other calls are coming in;
16. Ability to have more than one call on hold at the same time;
17. Built in capacity for cost efficient expansion;
18. Automatic transition to and from Day Light Savings Time without programming changes by technicians;
19. Compatibility with paging system in Linn County Courthouse; and the Juvenile Justice Center;
20. Ability to block long distance calls on phones for public use;

21. Ability for court staff to reprogram certain standard features such as greeting, juror messages, office hours, adjusting time for voice mail etc. without the assistance of a technician;
22. Ability for court user to mute the call so the caller on the other end of the line can't hear conversations between court staff but court staff can still hear the caller's comments;
23. Paging interface in Johnson County Courthouse and the Juvenile Probation Office in Iowa City;
24. Ability for juvenile probation in Linn at the Juvenile Justice Center to be separate from the clerk, court administration and the judges;
25. Continue to have the current capability of calling extensions from the courthouse to the Juvenile Justice Center and vice versa;
26. Capability to have a call go to voice mail if a particular group has not answered within a set number of rings;
27. Feasible alternative to switchboard in Linn so that calls rotate through a defined set of phones or ring a certain group of phones
28. Voice over IP compatibility.

B. Desired Features: Court users have expressed preferences for the features listed below. Please indicate whether your proposed system is able to provide any of these features:

1. Cordless phones (5) that work the same as regular phones;
2. Ability to transfer conference calls;
3. Ability to get caller back from "hold" while other calls are coming in;
4. Ability to transfer intercom calls;
5. Ability to have more than one call on hold at the same time;
6. Ability to call a person on the intercom without hearing conversations that are taking place in the office you are calling;
7. Different rings to identify which phone is ringing and/or different rings for each department;
8. Outside caller identification;
9. Multiple programmable intercom buttons on each phone which are lit when that intercom is busy;
10. Wireless headsets built into some (est. 30) phones if feasible;
11. Background music while call is on hold;
12. Ability to exit voice mail when one is attempting to transfer a call;
13. Retaining same extensions that users currently have; and
14. Useful features that are available as a result of technological advances which are feasible and compatible with a digital phone system. One such possibility may be a unified messaging system that transfers voice mail to the email system. Juvenile probation officers have expressed an interest in having calls to their office phones forwarded automatically to their cell phones.

C. Number and Type of Phones for Each Location. Note: There are more phones than personnel.

1. Linn County Courthouse – 150 phones with capability to expand to 200 phones in the future.
 - a) 95 regular ten button phones

- b) 55 ten button speaker phones
 - c) No switchboard phone console as long as calls can be easily routed to the proper location
 - d) Battery backup
- 2. Johnson County Courthouse – 60 phones with capacity to expand to 100 phones in the future.
 - a) 40 regular ten button phones
 - b) 20 ten button speaker phones
 - c) 2 switchboard phone consoles
 - d) Battery backup
- 3. Juvenile Justice Center – 50 phones with capacity to expand to 100 phones in the future
 - a) 10 regular ten button phones
 - b) 29 ten button speaker phones
 - c) 1 switchboard phone console
 - d) Battery backup
- 4. Johnson County Juvenile Probation Office – 15 phones with capacity to expand to 25 phones in the future.
 - a) 3 regular ten button phones
 - b) 12 ten button speaker phones
 - c) 1 switchboard phone console
 - d) Battery backup

D. Expansion Capacity and Costs of Expansion

- 1. The vendor's proposal must indicate whether the proposed phone system will be equipped for growth (i.e., additional cabinets will be installed as part of the proposal for the indicated growth) or whether the proposed phone system will have the capacity for the anticipated growth without being equipped for it as part of the proposal.
- 2. The vendor's bid proposal should also indicate the approximate costs that the district court will incur if it expands the phone system to the levels specified above within the next three years.

E. Maintenance and Installation

- 1. The vendor shall supply all materials necessary for the effective operation of the installed phone system. All installation must be done in accordance with city, county, state and federal laws and regulations. The facility manager of county buildings in each of the respective counties must approve the installation as complying with applicable local, state and federal regulations.
- 2. At a minimum the vendor shall provide one year of maintenance at no additional costs to the district court. Longer maintenance periods will be considered and weighted in the context of the overall proposal.

3. **The installation of the phone system in all four specified locations in Section IIA must be completed by June 24, 2015.**
It is anticipated installation will occur in the following order – Linn County Courthouse, Juvenile Justice Center, Johnson County Courthouse, and Johnson Juvenile Probation Office. The successful vendor may propose a different installation schedule to facilitate installation by the stipulated target date.

F. Training and Manuals

1. The vendor shall provide training sessions on the operation of the new phones at each of the two courthouse locations and the two juvenile probation office locations. A minimum of three training sessions at the Linn County Courthouse and two training sessions at the Johnson County Courthouse must be conducted to reduce disruptions in work schedules. Training sessions must be coordinated with the district court administrator or his designee.
2. The vendor shall provide each phone user with an instructional manual explaining how to use the various features of the phone.

IV. Format and Structure of Proposal

A. Title Page

1. Each proposal should have a title page conforming to the following format:

PROPOSAL FOR TELEPHONE SYSTEM FOR SIXTH JUDICIAL
DISTRICT OF IOWA

SUBMITTED BY:

DATE:

E-MAIL ADDRESS:

- B. Structure of Proposal – The proposal should consist of the following elements arranged in the order indicated below:

1. Title Page
2. Table of Contents
3. Letter of Transmittal
4. Proposal Addressing Specifications by Major Topic Areas
5. Costs of Product and Services
 - a) The proposal must clearly identify the total costs and the breakdown of costs for each location.
 - b) The proposal must specify whether any proposed modifications are included in the proposal itself or will entail additional costs.

- c) The cost for implementing the proposal should not include Iowa Sales and Use Tax for products and services since state law exempts state governmental agencies from these taxes.

V. Evaluation of Proposals

A. Evaluation Team

1. The district court administrator will appoint an evaluation team composed of personnel from each court office where a new phone system will be installed.
2. The evaluation team will be responsible for reviewing each proposal received in response to the RFP and attending demonstrations if it chooses to do so.
3. The evaluation team will make a recommendation to the district court administrator on which phone system to purchase based on the evaluation criteria below.

B. Evaluation Criteria

1. The evaluation committee will consider the following criteria when evaluating proposals:
 - a) Total costs of the system;
 - b) Vendor's willingness and capability to support the system after installation;
 - c) Vendor's ability to install the system by the installation date indicated above;
 - d) A favorable assessment by other customers that are using the same phone system;
 - e) Quality of equipment;
 - f) Strength of the vendor's support and training capability in the State of Iowa
 - g) Vendor's experience with court environments or other public agencies;
 - h) History of response time for service calls;
 - i) Vendor's compliance with RFP;
 - j) Vendor's financial stability; and
 - k) Any other criteria that the evaluation committee deems relevant to consideration of the proposals.
2. The district court administrator will award the contract to the vendor submitting the proposal that best fits the overall needs of district court users. The lowest priced proposal is not necessarily the best proposal. The price will be evaluated in relationship to the products and services provided.

VI. Award of Contract

A. Date of the Decision

1. The Evaluation Committee will make a recommendation to the district court administrator on which vendor should receive the contract no later than 4:30 p.m. on April 15, 2015.
2. **The district court administrator will make a final decision and notify the successful vendor no later than 4:30 p.m. on April 16, 2015.**
3. Finalization of the contract award is subject to the approval of the State Court Administrator.

B. Notification of Contract Award

1. The district court administrator will notify all vendors submitting a proposal of his decision on the contract award by email by 4:30 p.m. on April 17, 2015.
2. Consistent with the requirements of Chapter 22 of the Iowa Code, the proposals will be available for public inspection after the notice of intent to award the contract is announced.